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Introduction to EA-Part One

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Enterprise Architecture (EA) is a mix of interdependent resources (people, functions, processes, infrastructure, and technologies) strategically aligned in support of an organization's mission and business goals. An enterprise is a company or an organization. The architecture is the organization's IT investments.

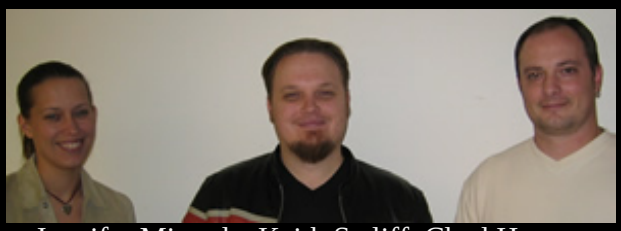
Why implement EA? First, it's the law. Federal agencies are mandated by the eGov Act of 2002 under the President's Management Agenda to implement a federal enterprise architecture. Second, it makes good business sense. A major objective of EA is to synthesize technology with business goals and the strategic mission of an organization. If an organization invests in expensive technology that does not serve a critical business need or its mission the result is an inventory of a lot of expensive junk.

How do we do EA? The OMB developed the Federal Enterprise Architecture Framework (FEAF) standard taxonomy. The FEAF is designed to facilitate cross-agency investigation and identification of duplicative investments, gaps, and collaboration opportunities within and across agencies. The DOI guides its Bureaus by implementing the FEAF in a phased approach that incorporates the five reference models from which the FEAF was designed: 1) Technical Reference Model (TRM), 2) Service Component Reference Model (SRM), 3) Performance Reference Model (PRM), 4) Business Reference Model (BRM), and 5) Data Reference Model (DRM). I will cover these models in detail in my next article, EA-Part Two, in the January 5th edition of the IRTM Division News.

The Service has completed Phases 1 through 3b that map DOI-tracked IT systems to the TRM, SRM, PRM and the BRM. DOI-tracked systems are defined as: Indian Trust Systems, Major Applications, Financial Management Systems, General Support Systems, and systems associated with Major IT investments (Exhibit 300s) or Non-Major IT investments (Exhibit 300-1s).

The Service's current DEAR (Department Enterprise Architecture Repository) inventory includes eight DOI-tracked systems. These eight systems are: Environmental Conservation Online System (ECOS), Executive Profile Tasking System (EPTS), MAXIMO (SAMMS), NCTC Guest Check-In, Online Training Information System (OTIS), Service-wide National Messaging, Service Permit Issuance Tracking System (SPITS), and the Service Wide Area Network (SWAN). A perceptive reader might wonder why the Federal Aid Information Management System (FAIMS) is not included. The Department leads EA for all of the information systems that fall within the four lines of business (LOB): Financial Management, Wildfire Management, Law Enforcement, and Recreation. FAIMS is under Financial Management. Visit http://www.doi.gov/ocio/architecture to learn more about FEAF.

Meet the BCT TSC Staff



Jennifer Mirande, Keith Setliff, Chad Hansen

The USFWS's SWAN begins at the Branch of Communication Technology (BCT) in Lakewood, Colorado. The BCT Technical Support Center (TSC) is crucial to the SWAN's success and the staff: Chad Hansen, Jennifer Mirande, and Keith Setliff ensure that the Service employees connect and get answers.

The TSC is the Service's 411 center for the Internet, Lotus Notes (LN), Server issues, and Active Directory Services (ADS). The TSC can help with ADS password issues and customer management and finds that ADS works pretty well and is easy to troubleshoot. Contact the TSC for support for: WAN to LAN network administration, Enterprise administration of DNS, IT security, Web site managers, hosted application administrators and second-tier messaging server administration.

Chad says that the biggest challenge is to try to keep track of everything. He likes to work from the big picture or national level, to the regional level and finally down to the desktop level. For instance, the TSC is contacted when a lot of people access a web page and the web page goes down. Unless it is a web page that TSC is responsible for customers must contact the regional IT staff. Look for the contact information on a web page before contacting TSC!

Most help desk inquiries are received by phone (303-275-2433) or e-mail at: helpdesk@fws.gov. The majority of calls TSC receives are connectivity issues. Whoever answers a phone call or retrieves an e-mail works to solve the problem. The TSC's troubleshooting procedure is to first determine at what level the problem occurs (i.e., desktop or server). On a national level the TSC resolves the issue or forwards it to the next level of IT support. For regional and local issues the TSC forwards the issue to the appropriate IT representative at the regional or local level. Jennifer describes the solution ticket timeline: High ticket solutions such as customer/sight outages are resolved within two hours, medium tickets in eight hours and low tickets in 48 hours.

The TSC is known as an unlimited resource of knowledge. The TSC receives requests for information, such as how to get a hunting permit on a Refuge, and directs the customer to the solution. The TSC experiences unexplained phenomenon through e-mail requests about websites that don't contain website contact information of any kind!

What do the TSC staff find essential to perform at their best? Keith enjoys the freedom and support to research whatever angle is needed to solve a problem. To brainstorm with a lot of IT specialists (i.e., LN or ADS) at BCT keeps him sharp. The challenge to know a little about a lot as well as working at the Service's source for PDA, Blackberry, LN and other services keeps Chad on his toes. Interaction with customers and other IT specialists challenges Jennifer to grow to the next knowledge level.